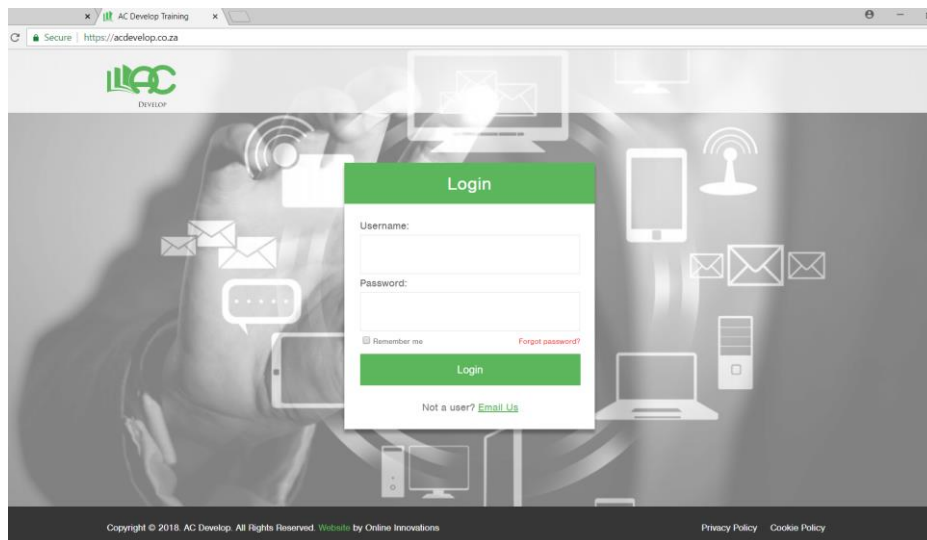


Dear User

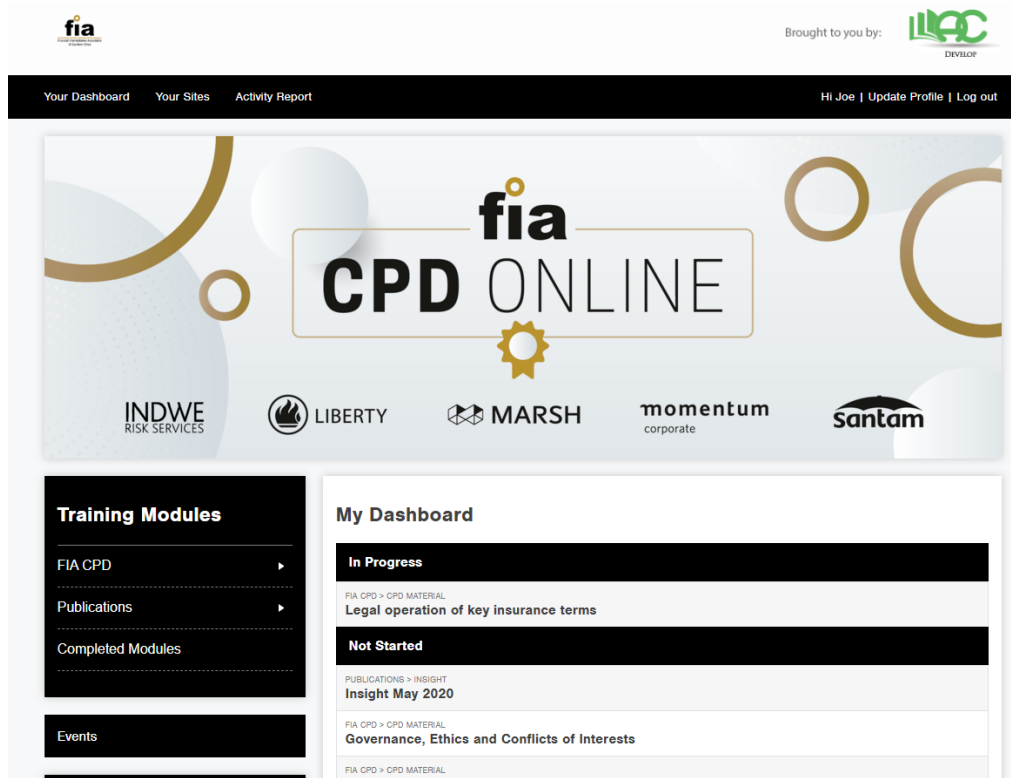
Welcome to the FIA online CPD platform, powered by AC Develop. We trust that you will enjoy the CPD content we have provided and welcome your feedback and response on how we can improve this service for you.

From the login email you received, click on the system link which will open to the page indicated below:



If you did not receive a login email, or if you have forgotten your password, please click on forgotten password or [Email us](#) for support.

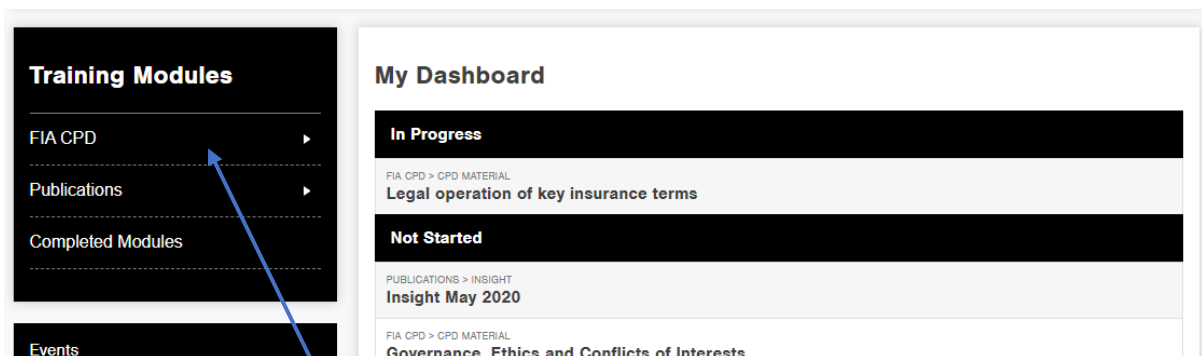
Insert your username and password, and your dashboard screen will appear as indicated below:



To change your password from the generic the system provided password, please click on **Update Profile** in the top right-hand corner.



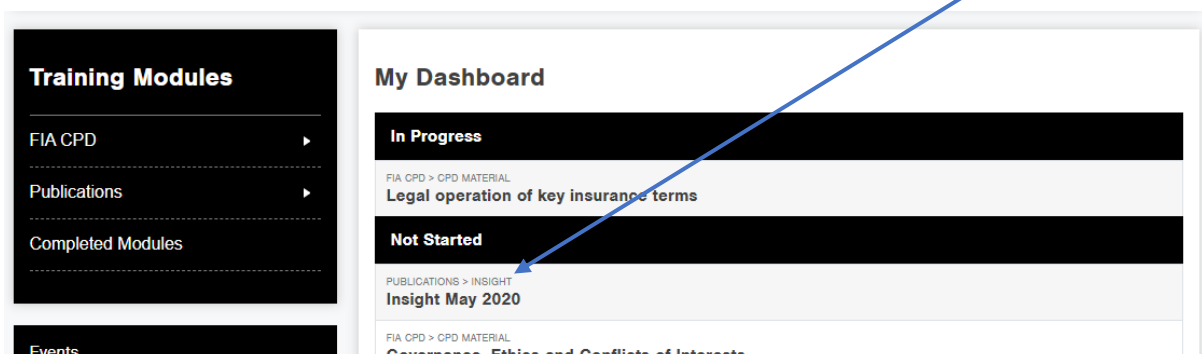
On your dashboard, under the section called **TRAINING MODULES** you can help to filter the module list.



Therefore, if you Click on **FIA CPD** the list will filter to only the FIA published CPD content.

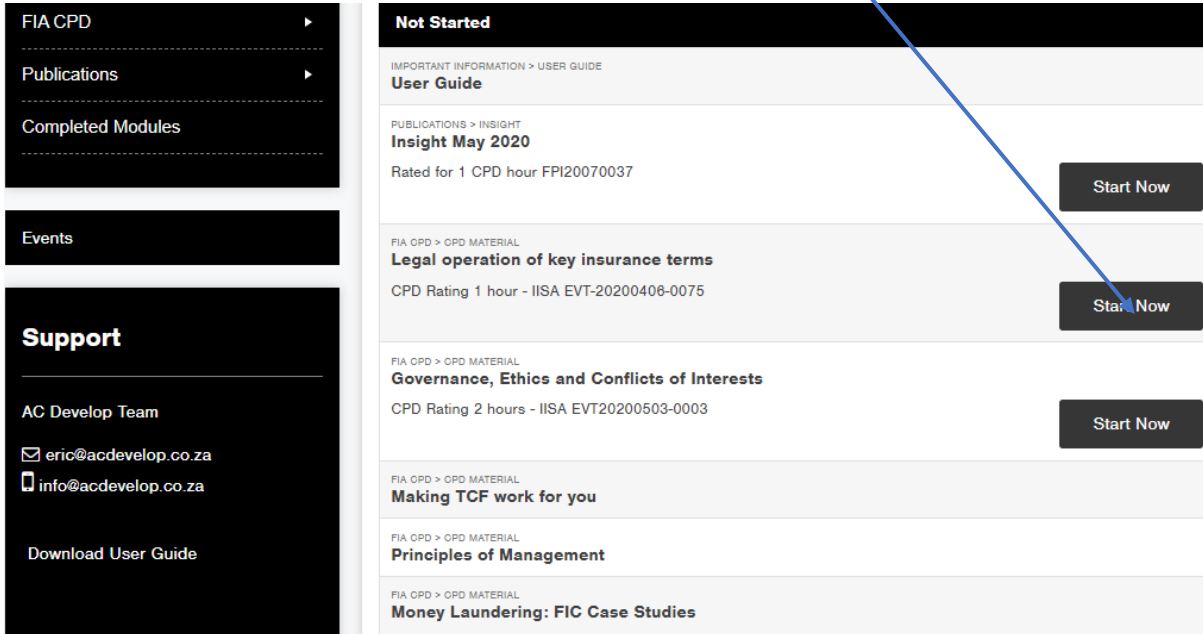
Modules are grouped according to **Not Started**. Once you start a module it will reflect under **In Progress** until you have completed the module, at which time, the module will move to the **Completed Modules** list.

Each module is prefaced by the categories to which it relates, such as Publications : Insight. This categorisation is indicated above the title of each module



Selecting a Module

You can view further information on each activity by clicking on the activity title which will open a description of the content as well as provide a **START NOW** button.



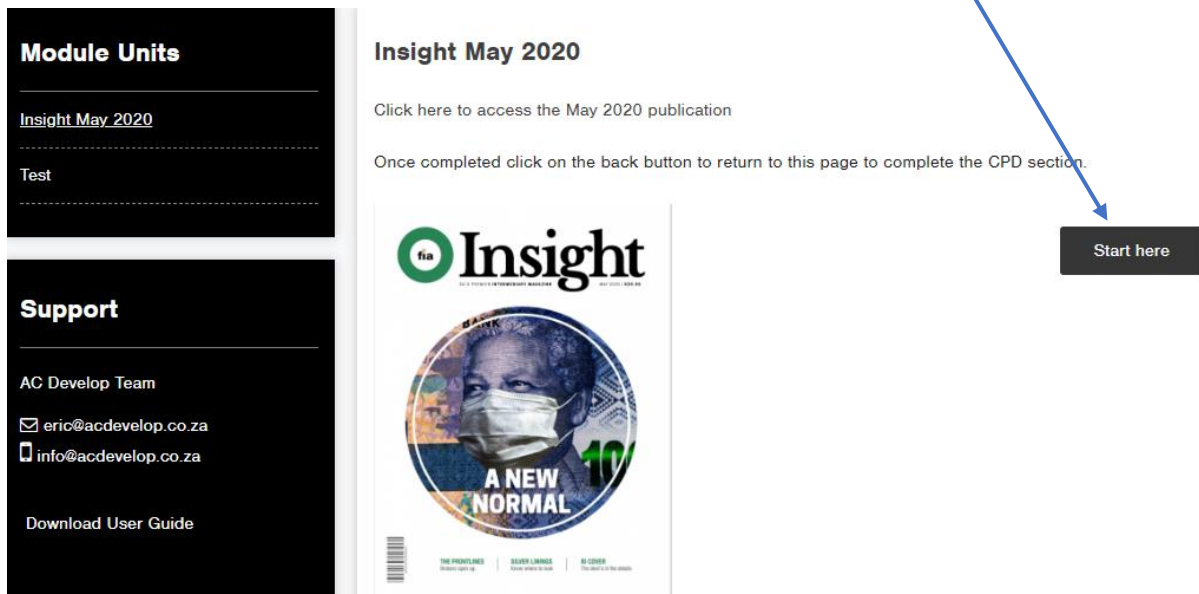
The screenshot shows a sidebar on the left with navigation options: FIA CPD, Publications, Completed Modules, Events, and Support. The main content area is titled 'Not Started' and lists several modules. Each module entry includes a breadcrumb trail, a title, a CPD rating, and a 'Start Now' button. A blue arrow points from the text above to the 'Start Now' button for the 'Legal operation of key insurance terms' module.

Module Title	CPD Rating	Action
Insight May 2020	Rated for 1 CPD hour FPI20070037	Start Now
Legal operation of key insurance terms	CPD Rating 1 hour - IISA EVT-20200408-0075	Start Now
Governance, Ethics and Conflicts of Interests	CPD Rating 2 hours - IISA EVT20200503-0003	Start Now
Making TCF work for you		
Principles of Management		
Money Laundering: FIC Case Studies		

Start here allows you to access the content of the module which may require you to:

- Download an article to read, or
- Watch a video, or
- Interact with content

as indicated in the example below:



The screenshot shows the 'Insight May 2020' module page. The sidebar on the left has 'Module Units' and 'Support' sections. The main content area has a title 'Insight May 2020', a link 'Click here to access the May 2020 publication', and a 'Test' section. Below the text is a large image of the 'Insight' magazine cover with the headline 'A NEW NORMAL'. A blue arrow points from the text above to the 'Start here' button.

Once you have worked through the content you can click on **TAKE TEST** which will allow you to answer the required questions based on the content with which you have engaged.

You need not do the test right away, as the module will now sit in the **IN PROGRESS** list until you have completed and passed the test. You can also start the test and restart at any time.

Passing the Test

It is important to note that for regulatory CPD to be valid, all CPD activities must be approved by a Professional Body such as the FPI, IISA, IOBSA or others that SAQA have approved.

FIA, SAIA and ASISA are industry associations and not professional bodies, but each have their events approved by the relevant professional body for CPD purposes.

In this manner the FSCA relies on the Professional Body processes for approval. We have elected to use the FPI and IISA for our approvals.

The purpose of the test is to ensure you have learnt from the content. Questions are either Multiple Choice, True or False or Select the Correct answer (of which there may be more than one to select).

If you do not pass on the first attempt, you may go back and review the content before attempting the test again.

Once you have completed the test, the system will provide you with a response as to which answers were correct and incorrect and with your overall score, as indicated below:

FIC Guidance Note 4B: Suspicious & Unusual Transactions

Your Test Result: 20.00%

FAILED

Question 1 of 10

When must a Suspicious Activity report (SAR) must be submitted to the centre?:

Your answer: The activity involves a transaction or a series of transactions about which enquiries are made and which has been concluded.

Incorrect

Question 2 of 10

What is an "STR"?:

Your answer: A serious terrorist report

Incorrect

Question 3 of 10

What is an unusual business "Activity" indicator?:

Your answer: A customer attempts to perform a transaction, which is interrupted, cancelled and/or reversed, and does not have any apparent business purpose.

Correct

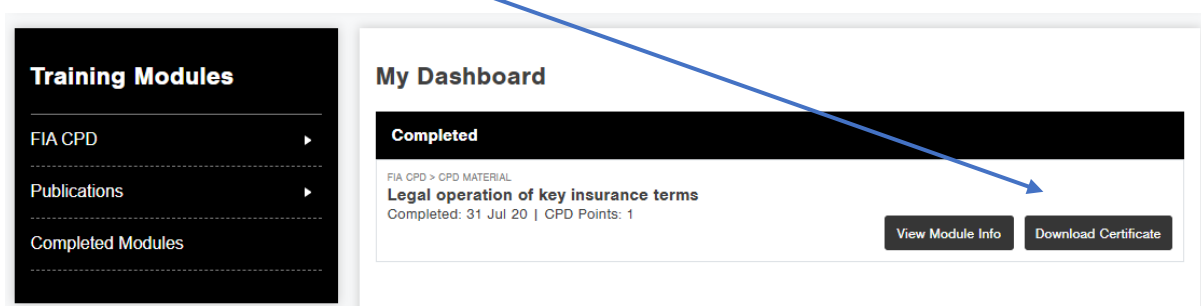
Question 4 of 10

Therefore, you can check where you have gone wrong when you re-engage with the content.

Once you have completed the test successfully and passed, the module will move to the **COMPLETED MODULES** list on the Dashboard.

Certificates

Click on **COMPLETED MODULES** on Your Dashboard. The list of all your completed modules will be displayed. Select **DOWNLOAD CERTIFICATE** to print or save your PDF certificate for the completed module.



Reporting

Individual reports can be downloaded by clicking on **ACTIVITY REPORT**.



Now **enter the dates** for which you need the report to reflect:

Activity Report

From: *

01 July 2020

To: *

25 July 2020

Submit

This report can be downloaded, printed and saved for your compliance reporting.



Date of Report: 29 July 2020
Reporting Period: 01 July 2020 - 25 July 2020
Name: Sue
Surname: Ashley
ID Number: 6309130099083

Print Report

Type	Category	Module name	Date Completed	CPD Rating	Professional Bodies
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You are encouraged to keep your records of completion

Support

Should you need any further support, please contact us on the details noted under Support on your Dashboard.

Feedback, Suggestions or Training needs

Kindly note that we continually add content to the system based on the CPD Plans we have developed and approved, each of which are designed to provide a full 12 to 18 hours of content relating to various disciplines and subjects.

Therefore, it is worth the effort of scheduling a visit to the system each month to see what is new.

User Guide



Please do feel free to make any suggestions, provide relevant feedback or let us know of any particular training needs you may have for which we have not catered. We will happily respond or make recommendations or source content as this is for Your Professional Development.

Our support team will happily pass your feedback, suggestions and request on to our technical team.